

homeless. Successful targeted prevention reduces the number of households who actually become homeless. The length of assistance 4-6 months on average, but can extend to 24 months.
Source: HUD Performance Training

Homeless Outreach and Engagement is a program that builds personal connections with people who are unsheltered and literally homeless. Those connections play a key role in getting people to participate in various types of needed direct and indirect assistance, with the ultimate goal of helping those they work with become stably housed. Outreach is a community-based, person-centered, strengths-based intervention and requires flexibility, creativity and advocacy to support the participants.

Source: Outreach and Engagement in Homeless Services: A Review of Literature, The Open Health Services and Policy Journal, 2010, 3, 55.

Additional Definitions

Caseload is the amount of work a social worker, in terms of number of persons or households the social worker is actively engaging in an ongoing relationship and sustained effort that has the purpose of securing the outcome intended by the program for that household.

Equity is the guarantee of fair treatment, access, opportunity, and advancement while at the same time striving to identify and eliminate barriers that have prevented the full participation of some groups. The principle of equity acknowledges that there are historically underserved and underrepresented populations, and that fairness regarding these unbalanced conditions is needed to assist equality in the provision of effective opportunities to all groups.
Source: Equity in the Center

Inclusion is the act of creating environments in which any individual or group can be and feel welcome, respected, supported, and valued to fully participate to bring their full, authentic selves to work. An inclusive and welcoming climate embraces the differences and offers respect in the words/actions/thoughts of all people.
Source: Equity in the Center

Housing First Theory is a whole-system orientation, and not a "program," that offers permanent, affordable housing as quickly as possible for individuals and families experiencing homelessness, and then provides the supportive services and connections to the community-based supports people need to keep their housing and avoid returning to homelessness. The approach begins with an immediate focus on helping individuals and families get housing. Income, sobriety and/or participation in treatment or other services are not required as a condition for getting housing. All services are voluntary and are not a condition for retaining housing. Housing provides people with a foundation from which they can pursue other goals. Tenants are assisted in developing or improving skills for independent living while they live in permanent housing instead of requiring them to complete a transitional residential program first.
Source: USICH

The **Housing First Model**, is an evidence based best practice designed to end homelessness and support recovery by housing individuals as quickly as possible and then wrapping services around them as needed. This housing model has proven effective in housing a wide variety of homeless population subsets including chronically homeless households and families and the general homeless population. Within this model, housing is not contingent upon participation in services or eligibility screening and services provided are designed to promote housing stability.
Source: USICH

Outputs are the direct and measurable products of a program's activities or services, often expressed in terms of units (hours, number of people or completed actions). Outputs refer to the activities you will conduct and the people you hope to reach. Note: More than one OUTPUT is necessary to produce a final OUTCOME
Examples from Housing Program

- Number of case management hours
- Number of clients served
- Number of referrals provided
- Number of households housed

- Number of people who access mental health services

Source: National Community Action Partnership

Outcomes are the results or impact of these activities or services, often expressed in terms of an increase in understanding, and improvements in desired behaviors or attitudes of participants.

Note: A single OUTCOME is often the result of multiple OUTPUTS.

Outcome Examples from Housing Programs

- Number of households with an increased income
- Percent of households stably housed three months after exit.
- Reduced system re-users
- Length of time homeless.

Source: National Community Action Partnership

Systems of Care:

Public residential facilities or programs that may exit people into homelessness.

The following prior residence categories are considered systems of care:

- Foster care home or foster care group home
- Hospital or other residential medical facility
- Jail, prison, or juvenile detention facility
- Psychiatric hospital or other psychiatric facility
- Substance abuse treatment facility or detox center

Source: WA Department of Commerce CHG Guidelines